

# Katherine Hoffhines, KBSN, RN

Partnering with nurses and physicians to facilitate evidence based care and meet core measures and performance metrics set forth by key regulatory agencies while patients are still in the hospital, Katherine Hoffhines is the Performance Improvement Coordinator for Mercy Health Saint Marys. In this role she collaborate with medical staff and nurse leaders in the organization to improve current practice, track root causes, and facilitate problem solving to assure safe, high quality care for patients. For the past two years, Hoffhines has been the clinical RN leader for an organizational effort to reduce falls and associated injuries. She has provided leadership for a cross disciplinary team which has resulted in reducing falls by more than 60% across the organization, and well below national benchmarks. Embracing the fact that she will need others along the way to accomplish the end vision, Hoffhines is work closely with frontline staff and leadership on the Mother Baby Unit to improve the compliance rate with the 2014 perinatal core measures. This effort has involved daily meetings with lactation consultants to discuss rates and trends, and initiation of a monthly “Meeting of the Minds” to ensure success. Kathrine Hoffhines is a member of the American Nurses Association.



## Kat's Story

A leader to me is someone who is comfortable admitting that they don't know the answer to everything; however they aren't satisfied until they reach the answer. Leaders embrace the fact they will need others along the way to accomplish the end vision and they will make mistakes along the way. In my current role the above holds true. I work closely with frontline staff and leadership on our Mother Baby Unit to improve our compliance rate with the 2014 perinatal core measures, specifically PC-05a. PC-05a is a measure to improve documentation of why the newborn was not exclusively fed breast milk during entire hospitalization. By tracking this data, the hope is to improve our lactation program and assure that staff culture and beliefs on breastfeeding are addressed. The Mother Baby Unit is a foreign world to me. I have had to gain confidence among frontline staff, provide continuous communication with the director, manager, and lactation consultants, and learn an entire new understanding of our current state. I meet daily with lactation consultants to discuss rates and trends, and have initiated a monthly “Meeting of the Minds” to ensure success. Instead of looking at this task as impossible and broken I am making it safe for colleagues to ask questions and inspiring others to give input and try new ideas. This experience has allowed my leadership capabilities to shine as we continue to encounter bumps in the road to improving breastfeeding rates in the population we serve.